



## Response to Request for Information

Reference      FOI 001918  
Date            31 January 2018

### ***Food Poisoning Complaints at US-Owned Fast Food Chains***

#### **Request:**

I am doing some work researching complaints about food poisoning at US-owned fast food chains.

We are focusing on Burger King, KFC, McDonald's and Subway.

1. How many:
  - a) Burger King outlets do you have in your local authority?  
The same question for:
  - b) KFC
  - c) McDonald's
  - d) Subway
  
2. How many complaints have you received about food poisoning incidents at:
  - a) Burger King between January 1 and December 31, 2017?  
The same question for
  - b) KFC
  - c) McDonald's
  - d) Subway
  
3. Can you list any outlets operating under the above brand names that have received FIVE OR MORE complaints during this period and specify how many complaints the individual outlets have received?
  
4. Which of these outlets have you taken action against in the past 12 months?
  
5. Have any outlets been closed for any period in the past 12 months as a result of these complaints?
  
6. Have any outlets in the above list given you cause for concern beyond the need for enforcement action?

Below are the responses relating to food poisoning in 2017:

No.	Question	Burger King	KFC	McDonald's	Subway
1	How many .... outlets do you have in your local authority?	1	4	6	12
2	How many complaints have you received about food poisoning incidents at ... between January 1 and December 31, 2017?	0	1	3	5
3	Can you list any outlets operating under the above brand names that have received FIVE OR MORE complaints during this period and specify how many complaints the individual outlets have received?	n/a	n/a	n/a	n/a
4	Which of these outlets have you taken action against in the past 12 months?	None	None	None	None
5	Have any outlets been closed for any period in the past 12 months as a result of these complaints?	No	No	No	No
6	Have any outlets in the above list given you cause for concern beyond the need for enforcement action?	No	No	No	No

#### 'Complaints About Food Poisoning'

Please be advised that:

- these figures relate to allegations of food poisoning and not confirmed cases. City of Wolverhampton Council has not established any cause of poisoning from any of these premises.
- often individuals believe that their symptoms relate to food eaten at the last establishment they visited. This is not always the case and may be from food eaten at home or in a different establishment. Usually with symptoms of food poisoning it takes time for the bacteria that causes illness to enter the gut and grow (usually it would be something eaten at least 12-36 hours before - if not longer).
- there are also viral conditions that present similar symptoms to that of food poisoning organisms, such as rotavirus or norovirus, which are passed from person to person very easily.
- to confirm whether symptoms are as a result of food poisoning individuals are advised to visit their GPs as soon as possible. A stool sample will be used to determine the specific food poisoning organism causing the symptoms (if applicable).

#### 'US-owned'

We have assumed that you mean 'US-branded' fast food chains rather than US-owned.

[NOT PROTECTIVELY MARKED]

Whilst the brand names originate from the US, the majority of franchises carrying these brand names are owned by independent franchisees (often British) rather than the brand company itself.